

DWD Issuance 13-2009 Attachment 1, Section 1
CAP Conciliation/Sanction Policy

Description

Conciliation is a period of time when the non-compliant Temporary Assistance (TA) recipient is given an additional opportunity to comply with the Career Assistance Program (CAP) participation requirements. The following CAP services must be provided to TA recipients who contact the CAP service provider prior to recommending sanction:

- Help in eliminating barriers to participation;
- Assistance in fully participating in work activities as soon as possible;
- Aid in preparing for work; and
- A thorough explanation of the CAP compliance requirements.

After these services are provided, sanction must be recommended when the conciliation/sanction policy was followed and the TA recipient:

- Does not comply with CAP requirements as outlined in this policy and
- Does not meet good cause, a temporary waiver, or an exemption.

Unless the TA recipient meets good cause, a temporary waiver, or an exemption; FSD must sanction the TA recipient's grant 25 percent based on the recommendation (unless the grant is already reduced 25% for non-compliance with work activities by the other parent in a 2-parent household, or non-cooperation with Child Support by a single parent, or one or both parents in a 2-parent household). Per TANF regulations, states may be penalized for not sanctioning individuals who do not comply with work-related requirements.

Good Cause for Non-Participation

TA recipients may have good cause for not participating in work activities, and/or not responding to the call-in letter. If the TA recipient responds at any point prior to or on the date of the sanction appointment, he/she must be evaluated to determine if the criteria for a temporary waiver, exemption, or other good cause reasons is met.

- If the recipient states he/she meets an exemption, allow him/her five business days to provide the documentation or information indicating the request for the documentation. The paperwork proving the exemption is sent to FSD the same day as the applicable recipient alert. Exemptions include:
 - Age 60 or over;
 - Single parent households with a child under 12 months;
 - Claiming or receiving permanent or total disability and have applied for, or are receiving, Old Age Survivor's and Disability Insurance (OASDI) benefits, Supplemental Security Income (SSI) benefits, Supplemental Security Disability

Income (SSDI) benefits, or are disabled as determined by the state Medical Review Team; or

- Needed in the home to care for a disabled individual.
- If the recipient states he/she meets a temporary waiver, if applicable, allow him/her one week to provide the documentation or information indicating the request for the documentation; then enter the temporary waiver into Toolbox 2.0. Temporary waivers include:
 - 2-parent households and teen parents with a child under 12 weeks;
 - Pregnant in the third trimester;
 - Temporarily disabled;
 - Childcare unavailable;
 - Transportation unavailable; or
 - Victims of domestic violence.

If the TA recipient is not participating because of the following good cause reasons, work with the TA recipient to resolve these prior to recommending sanction:

- Court required appearance or incarceration.
- Emergency family crisis or sudden change of immediate family circumstances that renders participation unreasonable.
- Breakdown in transportation arrangements with no readily accessible alternate means of transportation.
- Breakdown in childcare arrangements including:
 - Availability of childcare is not suited for the special needs of the child for whom it is intended; or
 - Childcare necessary for participation is unavailable.
- Lack of identified social services necessary for participation. Examples include:
 - A drug and/or alcohol abuse problem and cannot obtain counseling;
 - A medical and/or mental health issue and cannot receive medical attention; and/or
 - No shelter and cannot receive the necessary help to obtain shelter.
- The employment results in the TA recipient's family suffering from a net loss of cash income. Net loss of cash income exists if the family's gross income (less necessary work-related expenses and any childcare costs paid by the TA recipient) is less than the cash assistance the TA recipient was receiving when the employment offer was made. (The CAP service provider must work in a coordinated effort with local FSD to make this determination.)
- Other good cause reasons such as inclement weather or personal illness.

Note: In cases where the CAP case manager disagrees with the TA recipient on good cause, a supervisor should review the case and make the determination. If good cause is disallowed, the reason(s) should be explained to the TA recipient.

Volunteers

TA recipients who meet certain exemptions may choose to volunteer in CAP. These volunteers may meet the exemption of:

- Single parent with a child under 12 months;
- Age 60 and over;
- Needed in the home to care for a disabled individual; or
- Mentally and physically disabled as determined by SSI/SSDI or the state Medical Review Team.

Volunteers are sent a 'Voluntary Call-in Letter #1' if necessary. Volunteers should not be placed into Conciliation until they are not participating at all; then send a free-form 'Voluntary Pre/Post Conciliation' letter. In addition, volunteers cannot be sanctioned. Therefore, if the volunteer chooses not to participate, for 'Volunteer Not Participating' alert should be sent to FSD. FSD will enter the appropriate work requirement code in FAMIS which closes the case in Toolbox 2.0.

Fully Participating

The required participation hours to be considered "fully participating" for CAP depends on whether the recipient is in a single or two-parent household.

Single parent household's core hours have been increased five hours above federal regulation requirements to assist in meeting the required federal work participation rate. Below are the single parent TA recipient's required CAP participation in core and non-core hours that must be met in order to be paid TRE:

Single Parent Households			
Minimum Required Participation Hours Per Federal Week to Pay TRE by State Policy			
Household type	Core Hours Required to Pay TRE	*Non-Core Hours Required to Pay TRE	Total Hours Required to Pay TRE
Child(ren) under 6	25 Hours	0 Hours	25 Hours
Child(ren) 6 and over	25 Hours	10 Hours	35 Hours

The single-parent recipient household can only be sanctioned if the federally required participation hours are not met. However, in communication with the recipient, the increased hours (above) are the requirement. Do not tell the recipient that they cannot be sanctioned until they fall below the federally required hours (below).

*Non-core hour requirements may be met by participating in core or non-core activities.

The federally required participation hours are:

Single Parent Households Minimum Required Participation Hours Per Federal Week by Federal Regulation			
Household type	Core Hours Required to Pay TRE	*Non-Core Hours Required to Pay TRE	Total Hours Required to Pay TRE
Child(ren) under 6	20 Hours	0 Hours	20 Hours
Child(ren) 6 and over	20 Hours	10 Hours	30 Hours

Two-parent households have the same required hours per CAP policy and federal regulation. Their requirements are unchanged with this policy. Below are the two-parent TA recipient's required CAP participation in core and non-core hours to be paid TRE:

Two-Parent Households Minimum Required Participation Hours Per Federal Week						
Household type	Core Hours Required for Parent 1	*Non-Core Hours Required for Parent 1	Total Hours Required for Parent 1	Core Hours Required for Parent 2	*Non-Core Hours Required for Parent 2	Total Hours Required for Parent 2
Child(ren) under 6 and no federally funded childcare	30	5	35	0	0	0
**All other 2-parent households	30	5	35	20	0	20

**To reach the total required hours of 55 (50 core and 5 non-core), they can be achieved in this or any other combination of hours. (I.e. Parent 1 could work 40 core hours and Parent 2 could work 10 core and 5 non-core hours.) Thorough case notes are required to explain the hours.

To be fully participating, the recipient must meet the above required weekly hours. However, the recipient can be considered fully participating if he/she makes up missed hours in another week. (i.e., TA recipient is required to complete 25 hours per week. He/she completes 20 hours in week 1 and 30 hours in week 2.) "Making up" hours can only be completed within the same federal month and enables the participant to fully participate because the average weekly required hours are met for the month. The TRE for week 1 should not be entered until the "made up" hours in week 2 are completed.

*Non-core hour requirements may be met by participating in core or non-core activities.

Placing a TA Recipient in Conciliation

The TA recipient must be placed into Conciliation when he/she misses the recipient appointment(s); fails to respond to “Call-In Letter #1” (for those not referred through the IE process); or fails to fully participate as required in work activities. For TA recipients who were referred through the Immediate Engagement (IE) process, it is necessary to place them in Conciliation when:

- The recipient appointment is missed and not rescheduled;
- The recipient appointment is rescheduled more than once without good cause; or
- The recipient fails to provide the documentation (i.e. pay stubs, attendance sheets, etc.) requested during the applicant phase.

Note: When scheduling recipient appointments via telephone, the appointment must be scheduled only with the TA recipient. Do not schedule appointments or speak specifically about the TA recipient’s case with other household members. If the TA recipient cannot be contacted, mailed correspondence must be sent.

For TA recipients not previously referred during the IE process, it is necessary to place the TA recipient in conciliation when:

- The TA recipient fails to respond to the call-in letter; or
- The TA recipient responds the call-in letter, but misses or calls to reschedule the recipient appointment more than once without good cause.

For TA recipients who complied with CAP by keeping the appointment(s) or providing the required documentation as described above, the TA recipient must be placed in conciliation when:

- The recipient misses a class or fails to attend other activities outlined and agreed to in the Individual Employment Plan (IEP) and does not have good cause;
- The recipient fails to provide documentation of actual hours without good cause when this documentation would normally have been available;
- The recipient fails to appear for a job referral or job interview without good cause and the job is consistent with their IEP;
- The recipient leaves an on-the-job-training assignment without good cause before the expiration of the contract; or
- The recipient reduces their earnings without good cause by:
 - Voluntarily working fewer hours;
 - Refusing to accept a reasonable offer of employment; and/or
 - Voluntarily terminates his/her employment.

Note: Placing a TA recipient into Conciliation is not limited to the above examples. In all cases, it is necessary to place the TA recipient in conciliation when he/she is not meeting requirements outlined in the IEP and does not have good cause.

Due Process Procedure for Conciliation

The Conciliation period begins when a conciliation letter scheduling a sanction appointment is sent to the TA recipient. Conciliation should be ended in the following scenarios:

- For TA recipients previously referred through the IE process, when the TA recipient has fully participated in work activities for two consecutive weeks or when a good cause reason is met;
- For TA recipients not previously referred during the IE process and who have never enrolled in CAP, when the assessment, IEP, and enrollment is completed, or when a good cause reason is met; or
- For TA recipients not previously referred during the IE process that have completed the assessment, IEP, and enrollment, when the TA recipient has actively participated in a work activity for two consecutive weeks, or a good cause reason is met.

In all situations, case notes should be recorded in Toolbox 2.0 regarding all contacts with the TA recipient. This is necessary for both case management purposes and if the TA recipient requests a hearing due to the recommended sanction.

Recommending Sanction when the TA Recipient Waives Due Process

A TA recipient can choose not to comply with CAP and waive the Conciliation due process. The TA recipient must complete the “CAP Conciliation Due Process Waiver” which explains the ramifications for choosing not to comply. Place the signed statement in the paper file and give a copy to the TA recipient. Then, enter case notes and send the sanction alert to FSD immediately.

Unable to Locate

For returned mail or TA recipients who are “known” not to live at a certain address, please refer to the “Unable to Locate” policy.

Process for Recommending Sanction

When it is determined the TA recipient should be sanctioned, the following steps must be taken in this order:

1. Ensure the sanction appointment on the Conciliation letter is at least 10 business days into the future.
2. Ensure the sanction appointment on the Conciliation letter was missed and the TA recipient did not call to reschedule.
3. Ensure the sanction alert was sent within 10 business days of the missed appointment on the Conciliation letter. (This alert should always be sent the day following the missed appointment unless there are extraordinary circumstances.)
4. Close the ‘CAP Conciliation’ service the same day the sanction alert is sent.
5. Close any other open services in which the TA recipient has not provided the required documentation.

Note: If the conciliation steps 1 and 2 above were not followed, resend the Conciliation letter which restarts the process.

FSD will impose the sanction after the TA recipient's 10-day adverse action period has expired. Toolbox 2.0 will receive a sanction work status (SS) in the overnight data exchange.

If the recipient contacts the CAP case manager after the missed appointment on the Conciliation letter and the policy has been followed correctly, the sanction alert should still be sent to FSD.

Note: The alert to recommend sanction should never be sent a second time when FSD has not imposed the sanction. The CAP service provider should contact local FSD if the work status has not changed to Sanctioned (SS) in Toolbox within 30 days.

Address Changes

An address change from FSD will prompt Toolbox 2.0 to resend a letter; however, the letter does not always need to be resent. If there is an address change and returned mail, the letter needs to be resent. If there is an address change and no returned mail, a letter should not be resent and the Conciliation/Sanction process should be continued.

Sanction Alerts Sent in Error

If it is determined the sanction alert was sent in error, it can be deleted until 4:00 pm the same day it was sent. If it is past the allowable timeframe to delete the alert, do not send the "Recommend Sanction be Lifted" alert to correct the error. (It is never appropriate to send another alert to correct an alert sent in error.) Instead, notify DWD Central Office CAP coordinators that the sanction alert was sent in error.

Based on the notification that the sanction alert was sent in error, DWD Central Office CAP coordinators will take the following actions:

- Review the record and determine if the alert was sent in error (If the alert wasn't sent in error, the sanction alert can stand and the CAP service provider will be notified);
- Notify FSD Central Office staff so they can take appropriate action; and
- Enter case notes indicating FSD Central Office staff has been notified of the error and asked to take appropriate action.

Note: At times DWD Central Office CAP coordinators will discover a sanction alert was sent in error prior to being notified. In this case, Central Office CAP coordinators will notify the local CAP coordinator of the error at the same time FSD is notified.

FSD Imposing Sanctions

TA recipients are subject to sanction for two reasons: failure to comply with work activities, and failure to comply with child support requirements. For CAP purposes, FSD will only send the sanction work status ("SS") for failure to comply with work activities. The sanction for failure to comply with child support requirements does not impact CAP and DWD will not be notified of this sanction type. CAP cannot assist TA recipients in resolving this sanction; however, the case manager can explain to the recipient that he/she needs contact Child Support Enforcement. The TA recipient can be sanctioned for both reasons at the same time, but the cash grant is only reduced by 25 percent. Therefore, if the TA recipient is sanctioned for both reasons, they will have to satisfy the requirements of both sanctions to get the cash grant fully restored.

In certain instances, the sanction may not be imposed by FSD immediately, or at all. These circumstances include, but are not limited to:

- FSD has made a determination the TA recipient meets an exemption or exclusion. In this instance, the TA recipient's work status will change to non-mandatory and Toolbox 2.0 will receive a case closure ("ZZ").
- The TA recipient contacts CAP staff or FSD during the 10-day adverse action period in an attempt to stop or delay the sanction. If CAP is contacted, FSD should be notified immediately so the sanction can be stopped, if appropriate. Then determine with FSD the appropriate "next steps".
- The TA recipient requests a hearing on the sanction recommendation. If the TA recipient requests a hearing, the CAP service provider will be notified.
- FSD is already in the process of adversely adjusting the TA case when the sanction alert is sent. In this instance the sanction will not be acted on until all other adjustments are completed.

The sanctioned TA recipient remains a mandatory participant and is required to participate in employment and training activities. The recipient must be worked with after the sanction is imposed by attempting to re-engage him/her in work or work-related activities. However, when attempting to manage case loads, spend first efforts assisting the TA recipients that are participating in activities.

The TA recipient's cash grant will continue to be reduced based on the sanction until he/she:

- Complies with CAP in the following scenarios:
 - For TA recipients previously referred through the IE process, when the TA recipient has actively engaged in work activities for two consecutive weeks;
 - For TA recipients not previously referred during the IE process and who have never enrolled in CAP, when the assessment, IEP, and enrollment are completed.
 - For TA recipients not previously referred during the IE process that have completed the assessment, IEP, and enrollment, when the TA recipient has actively participated in work activities for two consecutive weeks.
- Has good cause for not participating in a work activity;
- Meets a CAP temporary waiver or FSD exclusion condition; and/or
- Meets an exemption condition.

*Note: For 2-parent households who agree only one parent will complete all of the hours, and the sanctioned recipient previously completed the enrollment, assessment, and IEP, the sanction cannot be lifted until the parent is fully participating for 2-weeks.

FSD Imposing Sanctions on Two-Parent Households

One or both parents in a two-parent household may be sanctioned for non-compliance with work activities. Because the household receives one cash grant, the grant is reduced by 25 percent regardless of whether one or both the parents are sanctioned. In the event both parents are sanctioned for non-compliance with work activities, both must comply with work requirements to have the grant fully restored. (If there is also a sanction for failure to comply with child support requirements, this sanction requirement will also have to be satisfied prior to the grant being restored.) If only one parent is sanctioned, the second parent is case managed with all the rights and responsibilities of any other TA recipient in compliance. (This includes receipt of TRE and WRE payments.)

Sanction Hearing Requests

The TA recipient may request a hearing based on the sanction decision within FSD's 10-day adverse action period (or at any time within 90 days of the imposition of the sanction). If this occurs, FSD will not reduce the grant until the disposition of the hearing. When a hearing is requested based on CAP's sanction recommendation, the CAP subcontractor becomes the primary "proprietor" of the evidence justifying the sanction recommendation. Therefore, the case manager must attend the hearing and provide documentation proving the sanction recommendation was appropriate.

When a TA recipient requests a hearing on a work-related sanction, FSD will fax a copy of the application for hearing, or in many cases, the actual hearing paperwork to a Central Office CAP Coordinator. The Central Office CAP Coordinator will immediately review the Toolbox 2.0 record and determine if the sanction alert was sent according to CAP policy.

- If the sanction alert was sent in error:
 - The Central Office CAP Coordinator will:
 - Send an email to the designated regional CAP contact and the Central Office FSD staff stating: the sanction alert was sent in error; the reason for the error; and DWD is withdrawing from the hearing; and
 - Document case notes in Toolbox 2.0.
 - The CAP service provider must begin re-engagement efforts immediately.
- If the Central Office CAP Coordinator determines the sanction alert was sent correctly:
 - The regional CAP coordinator and Central Office FSD staff will receive an email stating the alert was sent according to policy and give the date, time, and place of the hearing. If only the application for hearing was received by Central Office CAP staff, an email stating policy was followed will be sent and followed-up with a second email giving the time and location once the sanction hearing paperwork is received;
 - The regional CAP coordinator should immediately notify the appropriate case manager that he/she will be required to participate in the hearing when scheduled; and

- The case manager must be prepared to provide relevant testimony and/or documentation relating to the reason for the sanction.

Most sanction hearings are held by telephone at the local FSD office; however, the TA recipient has the right to request an in-person hearing. In either instance the appropriate case manager (or supervisory/management staff familiar with the circumstances regarding the participant's non-compliance) must participate in the hearing or risk having the hearing officer rule in favor of the recipient based on lack of evidence supporting the state's sanction.

CAP staff participating in the hearing must keep one copy of the relevant evidence supporting the sanction request and supply one copy (ahead of time) each to:

1. The TA Recipient,
2. Hearing officer, and
3. FSD agency witness.

Note: CAP case managers can also attend the hearing via telephone as long as the required documentation has been provided to the appropriate individuals prior to the hearing.

Staff participating in the hearing should contact the local FSD Eligibility Specialist (or FSD supervisor) immediately upon being notified of the hearing to determine how to submit the evidence in the case of a telephone hearing. This evidence may include the call-in letter, the IEP, and any other appropriate hard copy documentation.

Witnesses participating in the hearing will be asked to verbally qualify themselves and their evidence prior to providing testimony. The following is the suggested language to use during the hearing process:

"My name is (full name). I am employed by (name of employer) in the capacity of (working title). I have been employed by (name of employer) for (number of years). Our agency provides case management services to Temporary Assistance recipients through the Career Assistance Program.

I have with me at this hearing the official case record of (full name of TA recipient). It is the policy of (name of employer) to maintain a case record on all CAP participants referred to our agency for case management services.

It is the regular course of business for case managers to make entries in the record at or near the time the client is seen for services or information about the recipient is obtained. Entries in the record for (full name of TA recipient) are in the usual form and I will be using information contained in the case record in my testimony."

Re-engagement Process

While it is extremely important to serve all CAP clients including those that are sanctioned, it is imperative to first assist the TA recipients who are participating in countable activities. Sanctioned

TA recipients have a mandatory work status and therefore are counted against the work participation rate after the first 3 months of non-participation (if not sanctioned for any 3 months within the preceding 12 months). Therefore, these individuals must be served by CAP.

Sanctioned recipients require an approach to case management distinct from recipients who are participating. The required re-engagement process was intentionally minimized to allow each region, office, or individual case manager to develop “best practices” that fit into the larger framework of the required re-engagement process.

Re-engagement consists of a series of contacts to encourage the TA recipient to comply with CAP. When a recipient is referred as sanctioned, or becomes sanctioned after the referral, the re-engagement process must begin immediately. A sanctioned recipient may agree to comply with work activities at any time and he/she must be given the opportunity. The re-engagement process does not end as long as the mandatory recipient is in sanctioned status.

Reengagement should include various types of contacts with the TA recipient as time allows. Regions are encouraged to develop re-engagement plans that include locally-driven processes to connect and motivate sanctioned recipients. For example, a region or case manager may enlist the assistance of community groups or advocacy organizations.

The sanctioned recipient is sent a re-engagement letter which states the reason for the letter and how the recipient may begin to comply with CAP. If the recipient responds to the first re-engagement letter:

- Explain the appropriate actions for compliance; and
- Update the IEP to reflect the mutually agreed upon activities and any new or changed information.

The alert to lift sanction can be sent only after the TA recipient has complied with the work requirements of CAP. The alert should be sent in the following scenarios:

- For TA recipients previously referred through the IE process, when the TA recipient has participated in work activities for the required hours for two consecutive weeks or when a good cause reason is met;
- For TA recipients not previously referred during the IE process and who have never enrolled, when the assessment, IEP, and enrollment is completed and when the TA recipient has participated in work activities for the required hours for two consecutive weeks; or when a good cause reason is met;
- For TA recipients not previously referred during the IE process who have completed the assessment, IEP, and enrollment, when the TA recipient has actively participated in work activities for two consecutive weeks or when a good cause reason is met.
- For TA recipients who meet a temporary exclusion/waiver or exemption reason, when the TA recipient has provided the required paperwork, if applicable.

Note: The above rules for recommending a sanction be lifted remain the same; regardless of how many times the TA recipient has been sanctioned.

All TA recipients are required to participate for two consecutive weeks to lift the sanction and should be placed into 'CAP Trial Participation' and the appropriate work activity (service).

After the sanction has been lifted, the TA recipient's work status will change to mandatory (DD) instead of sanctioned (SS).

If the recipient does not respond to the first re-engagement letter, the following process will occur:

- Toolbox 2.0 will automatically re-send the re-engagement letter every 30 days until:
 - The recipient agrees to comply with CAP;
 - The case goes inactive for any reason (ie: the individual meets a temporary exclusion/waiver or exemption); or
 - The recipient reaches the 60-month lifetime limit and the TA case is closed.
- If the TA recipient changes locations, a change of address task will be sent to the case manager:
 - For TA recipients who have not previously enrolled in CAP, the pre-enrollment Reengagement letter is prompted on the call-in list.
 - For TA recipients who have previously enrolled in CAP, the post-enrollment Reengagement letters will stop and the case manager has to manually re-start the letter process.

DWD Issuance 13-2009 Attachment 1, Section 2
CAP Conciliation/Sanction Checklist for Mandatory Recipients

1. Place a recipient into 'Conciliation' (Step #2) for a variety of reasons, including, but not limited to:

- ☐ The recipient appointment scheduled during IE is missed and not rescheduled
- ☐ The recipient appointment scheduled during IE is rescheduled more than once without good cause
- ☐ The recipient fails to provide documentation (i.e. pay stubs, attendance sheets, etc.) requested during IE
- ☐ The recipient was not referred during IE and fails to respond to call-in letter #1
- ☐ The recipient was not referred during IE and reschedules the call-in letter #1 appointment more than once without good cause
- ☐ The recipient does not meet participation requirements and does not have good cause.
- ☐ The recipient fails to provide documentation of actual hours without good cause when this documentation would normally have been available
- ☐ The recipient fails to appear for a job referral or job interview without good cause and the job is consistent with their IEP
- ☐ The recipient leaves an on-the-job-training assignment without good cause before the expiration of the contract
- ☐ The recipient reduces their earnings without good cause by: voluntarily working fewer hours; refusing to accept a reasonable offer of employment; and/or voluntarily terminates his/her employment

2. To place a TA recipient into Conciliation:

- ☐ Send a free-form 'Pre/Post Conciliation-Sanction' letter scheduling a sanction appointment 10 business days into the future, and
- ☐ Complete the 'Conciliation' service on the Employment Plan.
 - ✓ Leave 'Hours' blank,
 - ✓ The 'Start Date' will automatically populate as the current date, and
 - ✓ The 'Actual Start Date' does not appear and does not need to be completed.

3. During the Conciliation period:

- ☐ If there is no contact with the TA recipient **prior to and including the sanction appointment date on the Conciliation letter**, immediately move to 'Step #4' the day following the missed appointment.
- ☐ If there is contact with the TA recipient, refer to the policy.
- ☐ In all situations, leave the TA recipient in conciliation until he/she has completed the necessary steps outlined in the policy to end conciliation.
- ☐ Record all conciliation activities in Toolbox 2.0.

4. When Conciliation (Step #3) has failed:

- ☐ Verify the sanction appointment date as indicated on the 'Mandatory Pre/Post Conciliation-Sanction' letter was 10-business days into the future. If it was not, resend the Conciliation letter with another appointment (Return to 'Step #2' and follow the process).
- ☐ Verify the current date is within 10-business days of the missed appointment as indicated on the 'Mandatory Pre/Post Conciliation-Sanction' letter. If it is not, resend the 'Mandatory Pre/Post Conciliation-Sanction' letter with another appointment (Return to 'Step #2' and follow the process).
- ☐ Send alert to FSD recommending sanction,
- ☐ Close 'Conciliation' service, and
- ☐ Close open activities as necessary.

5. If no action to sanction is taken by FSD within 30 days:

- ☐ Follow your local process to contact your CAP Coordinator in Central Office, or your local FSD office.

DWD Issuance 13-2009 Attachment 1, Section 3
CAP Letters

“Call-In Letter #1” for Mandatory TA Recipients

12/18/2009
MARGARITA RENEE DELAY
414 WILSON ST
SIKESTON MO 638011951

Dear MARGARITA RENEE DELAY:

DCN: 0023565172

The Family Support Division has provided your name to us, identifying you as an individual who is required to participate in a work activity while you receive Temporary Assistance benefits. Our agency is responsible for helping you find an appropriate work activity that will meet the Family Support Division's requirements by enrolling you in the Career Assistance Program for Temporary Assistance recipients.

MERS/GOODWILL SE MISSOURI needs to meet with you immediately to discuss your employment needs and how we can help you meet your work requirements. We have scheduled a meeting with you on 01/07/2010 at 8:00 am. The meeting will be held at SIKESTON CAREER CENTER, 202 S. KINGSHIGHWAY, SIKESTON MO. This meeting will last approximately 1 hour(s). Please make arrangements for someone to care for your child(ren) during this time. If you are not able to meet at this time, please call CHERYL NOLEN at (573)472-5250 and ask to reschedule this meeting.

It is very important that you let us know if you are currently working or attending school. If you are, you will be asked to provide specific information about your job or your schooling. This is information that we will use to determine if you are already meeting your work requirement.

We look forward to working with you to meet your employment goals.

Sincerely,

CHERYL NOLEN

Call-in Letter #1
Temporary Assistance Recipients
Mandatory Participants

**“Call-In Letter #1” for
Voluntary TA Recipients**

12/11/2009
KELSI MICHELLE BOLT
2118 N COLONY LN
INDEPENDENCE MO 640581348

Dear KELSI MICHELLE BOLT:

DCN: 0063350634

The Family Support Division has provided your name to us, identifying you as an individual who has volunteered to participate in a work activity while you receive Temporary Assistance benefits. Our agency is responsible for helping you find an appropriate work activity that will meet the Family Support Division's requirements by enrolling you in the Career Assistance Program for Temporary Assistance recipients.

FULL EMPLOYMENT COUNCIL needs to meet with you immediately to discuss how the Career Assistance Program can help you meet your obligation to participate in a work activity. We have scheduled a meeting with you on 12/31/2009 at 9:30 am. The meeting will be held at INDEPENDENCE CAREER CENTER, 15301 EAST 23RD STREET SOUTH, INDEPENDENCE MO. This meeting will last approximately 2 hour(s). Please make arrangements for someone to care for your child(ren) during this time. If you are not able to meet at this time, please call KAREN DUPREE at (816)325-5890 and ask to reschedule this meeting.

It is very important that you let us know if you are not able to attend this meeting because you are currently working or attending school. If you are working or attending school you will be asked to provide specific information about your job or schooling. This is information that we will use to determine if you are already meeting your work requirement.

We look forward to working with you to meet your employment goals.

Sincerely,

KAREN DUPREE

Call-in Letter #1
Temporary Assistance Recipients
Voluntary Participants

Free-Form Letter Wording for “Voluntary Pre-Enrollment and Post-Enrollment Conciliation” Letter

(Insert location) has learned that you are not participating in work activities as agreed upon for the Career Assistance Program (CAP). Even though you voluntarily chose to participate with CAP, failure to meet work requirements could result in your CAP case being closed. If your CAP case closes, CAP will no longer be able to help you with many things including: your resume; finding a job; daycare registration fees; uniforms and clothing for work or school; and/or minor car repairs.

I have scheduled a time to meet with you at *(Insert location name, appointment date, and appointment time)*. We can discuss your job situation and choose a work activity that is right for you. Please plan for a 1-2 hour meeting. If at all possible, please make arrangements for someone to care for your child(ren) during this time.

If you are working or going to school, you still must come to this meeting. Bring any paperwork you have about your work or school (i.e., pay stubs, school schedule, etc.).

If you cannot meet on the date or time scheduled above, you must call me at least 24 hours prior to the appointment at the *(Insert phone number)* to reschedule and let me know why you need to reschedule. If you have an emergency and you are not able to call before the day of the appointment, you must call as soon as possible to let me know you will not be attending. If you do not call at all, I will notify the Family Support Division (FSD) that you choose not to participate with us and want to close your case with the CAP.

**Free-Form Letter Wording for
“Mandatory Pre-Enrollment and Post-Enrollment Conciliation-Sanction” letter**

YOUR HOUSEHOLD TA CASH GRANT MAY BE REDUCED!!!!

You must participate in the Career Assistance Program (CAP) to continue receiving your full Temporary Assistance (TA) cash grant benefits. You must meet with me right away to discuss how to comply with the Career Assistance Program (CAP).

I have scheduled a time to meet with you at the *(Insert location name, appointment date, and appointment time)*. We can discuss your job situation and choose a work activity that is right for you. Please plan for a 1-2 hour meeting. If at all possible, please make arrangements for someone to care for your child(ren) during this time.

CAP could help you with the following: your resume, finding a job; daycare registration fees; uniforms and clothing for work or school; and minor car repairs.

If you are working or going to school, you still must come to this meeting. Bring any paperwork you have about your work or school (i.e., pay stubs, school schedule, etc.).

If you cannot meet on the date or time scheduled above, you must call me at least 24 hours prior to the appointment at the *(Insert phone number)* to reschedule and let me know why you need to reschedule. If you have an emergency and you are not able to call before the day of the appointment, you must call as soon as possible to let me know you will not be attending. If you do not call at all, and do not meet with me, the Family Support Division (FSD) will be notified to reduce your household TA cash grant.

**“Pre-Enrollment Reengagement” Letter for
Mandatory TA Recipients**

12/21/2009
VERONICA L BAILEY
1417 PEABODY CT
SAINT LOUIS MO 631043033

Dear VERONICA L BAILEY:

DCN: 0016122939

The Family Support Division has provided your name to us, identifying you as a Temporary Assistance recipient who has been sanctioned due to failure to cooperate to complete your mandatory work requirement. DED-DWD-ADMIN would like to work with you and give you the opportunity to have this sanction lifted by the Family Support Division. We can do this by enrolling you in the Career Assistance Program for Temporary Assistance Recipients.

You must first contact JERIANE JACO at (573)751-1546 and schedule a meeting to discuss the options available to you to participate as required. We will work with you to identify an appropriate work activity for you. We will notify the Family Support Division of your compliance as soon as you meet the requirements for lifting the sanction and request that they restore your Temporary Assistance benefits.

We look forward to working with you to meet your employment goals.

Sincerely,

JERIANE JACO

Re-Engagement Letter for Sanctioned Individuals
Temporary Assistance Recipients
Pre-enrollment only

**“Post-Enrollment Reengagement” Letter for
Mandatory TA Recipients**

12/21/2009
KHADIJA H ABDIRAHMAN
3800A MERAMEC ST
SAINT LOUIS MO 63116

Dear KHADIJA H ABDIRAHMAN:
0039104138

DCN:

The Family Support Division has provided your name to us, identifying you as a Temporary Assistance recipient who has been sanctioned due to failure to participate in a work activity as required. Our records indicate that you were enrolled in the Career Assistance Program for Temporary Assistance recipients but have had your Temporary Assistance benefits reduced for failing to continue to participate to meet program requirements.

DED-DWD-ADMIN would like to work with you and give you the opportunity to have this sanction lifted by the Family Support Division. You must first contact JERIANE JACO at (573)751-1546 and schedule a meeting to discuss the options available to you to participate as required. We will work with you to identify an appropriate work activity for you. We will notify the Family Support Division of your compliance as soon as you meet the requirements for lifting the sanction and request that they restore your Temporary Assistance benefits.

We look forward to working with you to meet your employment goals.

Sincerely,

JERIANE JACO

Re-Engagement Letter for Sanctioned Individuals
Temporary Assistance Recipients
Post-enrollment only

DWD Issuance 13-2009 Attachment 1, Section 4
CAP Conciliation/Sanction Toolbox 2.0 Instructions

Sending “Pre-Enrollment Letters” including: ‘Call-In Letter #1’, ‘Voluntary Call-In Letter #1’, and the ‘Pre-Enrollment Reengagement’ Letter:

1. Click the ‘Mo Utility’ menu and select ‘Call-in Letters’.
2. Select the ‘Office’ of the letter.

Client	Work Status	Address	Last Letter	Date
<input type="checkbox"/> FRENCH, MELISSA C	Mandatory	27 RIVER RD FENTON, MO 630265029		
<input type="checkbox"/> HENDRICKS, BRITTANI J	Mandatory Teen	12 FIEDLER CIR APT E FENTON, MO 630265571		
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

3. Select ‘CAP Call-in Letter #1’, ‘Voluntary Callin Letter #2’, or ‘Pre Enroll Reengagement’.
4. Click on the box next to the individual’s name(s) to select the record(s).
5. Click on ‘Send Letters’.

Adding the 'Conciliation' Service:

1. Click 'Add Service' on the 'Employment Plan' tab.

Enrollment Appropriateness **Employment Plan** Progress Closures

☐ Show Closed Services ☐ Show Closed Tasks EO Notice: Plan: 1 of 2

◆ Start Date: 07/23/08 Closed:
◆ ONet: 37201200 Maids and Housekeeping Cleaners
◆ Goal: I am interested in working part time as a housekeeper, or in food service, laundry or dietary.
◆ Justification: I have skills in these fields and feel that I can only work part time due to childcare issues.
LMI
Objective: Start Date: 11/12/08
Service: Hours:
End Date: Outcome:
Comments: Client is required to participate 20 hours per week in the CAP program. Client states she is interested in part time employment. She can not get into college at this time. She is interested in primarily in housekeeping or food service.
+ Add Task
- Del Task
- Del Service
+ Add Service Comments Verification
FSD Months on TANF: 13
AWEP/CWEP & Comm. Serv. Max: 133
Fed. Participation Min:
Core: 50
Non-Core: 5
Training Weeks
Remedial:
Occupational:
Total: 0
Schedule Print Plan New Plan Del Plan Save Cancel Payment DESE

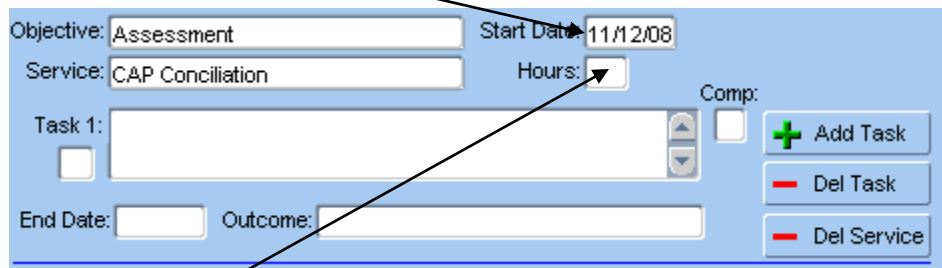
2. Select the 'Assessment' objective and 'CAP Conciliation'.

By Objective **Service Tree** Key Word Alphabetically

Objective: Assessment

Services / Activities
CAP Assessment
CAP Conciliation
CAP Trial Participation
Service Definition
Conducting an initial interview and assessment, completion of any participation agreement, identifying strengths and barriers to develop a plan for obtaining employment. This plan must include a participant/s educational and employment goals. Also, assessment is administering tests in determining skills, such as reading/math, aptitude, interests, work maturity, and medical/mental health evaluations.

3. The 'Start Date' automatically populates with the current date.

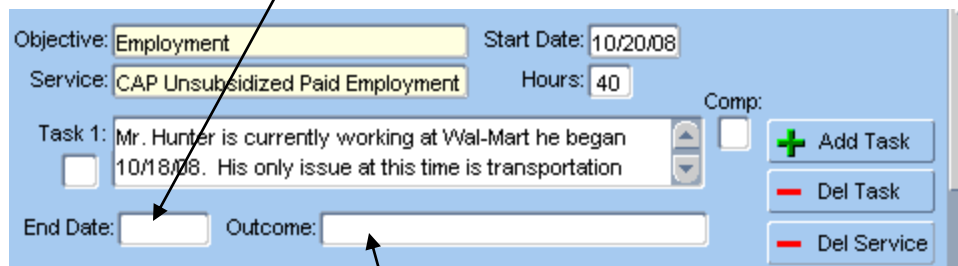


A screenshot of a software form for entering service information. The form has a light blue background. At the top, there are two text boxes: 'Objective:' containing 'Assessment' and 'Start Date:' containing '11/12/08'. Below these are 'Service:' containing 'CAP Conciliation' and 'Hours:' which is empty. To the right of 'Hours:' is a 'Comp:' checkbox which is also empty. Below 'Service:' is 'Task 1:' with a text box containing a blank space and a small square checkbox to its left. At the bottom left are 'End Date:' and 'Outcome:' text boxes, both empty. On the right side, there are three buttons: '+ Add Task' (green), '- Del Task' (red), and '- Del Service' (red). An arrow points from the text 'The 'Start Date' automatically populates with the current date.' to the 'Start Date' field. Another arrow points from the text 'The 'Hours' should be left blank.' to the 'Hours' field.

4. The 'Hours' should be left blank.
5. The 'Actual Start Date' does not appear and therefore, doesn't need to be completed.

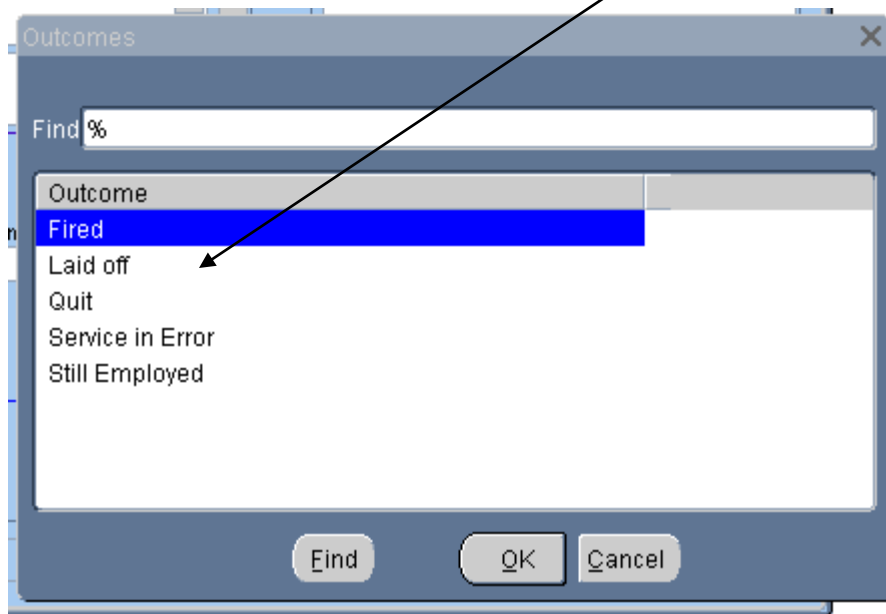
Ending Services:

1. Complete the 'End Date'



A screenshot of a software form for entering service information. The form has a light blue background. At the top, there are two text boxes: 'Objective:' containing 'Employment' and 'Start Date:' containing '10/20/08'. Below these are 'Service:' containing 'CAP Unsubsidized Paid Employment' and 'Hours:' containing '40'. To the right of 'Hours:' is a 'Comp:' checkbox which is empty. Below 'Service:' is 'Task 1:' with a text box containing 'Mr. Hunter is currently working at Wal-Mart he began 10/18/08. His only issue at this time is transportation' and a small square checkbox to its left. At the bottom left are 'End Date:' and 'Outcome:' text boxes, both empty. On the right side, there are three buttons: '+ Add Task' (green), '- Del Task' (red), and '- Del Service' (red). An arrow points from the text 'Complete the 'End Date'' to the 'End Date' field. Another arrow points from the text 'Select an appropriate Outcome by clicking F2 to get a 'LOV' (List of Values).' to the 'Outcome' field.

2. Select an appropriate Outcome by clicking F2 to get a 'LOV' (List of Values).



A screenshot of a window titled 'Outcomes' with a close button (X) in the top right corner. The window has a search bar at the top labeled 'Find %'. Below the search bar is a list of outcomes: 'Fired', 'Laid off', 'Quit', 'Service in Error', and 'Still Employed'. The 'Fired' outcome is highlighted in blue. At the bottom of the window are three buttons: 'Find', 'OK', and 'Cancel'. An arrow points from the text 'Select an appropriate Outcome by clicking F2 to get a 'LOV' (List of Values).' to the 'Fired' outcome in the list.

Determining TA Recipients Not Enrolled in CAP to Send a 'Mandatory Pre-Post Enrollment Conciliation/Sanction' free-form letter to:

1. Click the 'Mo Utility' menu and select 'Call-in Letters'.
2. Select the 'Office'.

Call-in Letters

Send Letters Review Letters

Office: BETTER FAMILY LIFE Letter: Pre Enrollment Conciliation Search

Client	Work Status	Address	Last Letter	Date
<input type="checkbox"/> ADDISON, DWAYNE LAKEITH	Mandatory	9128 SAINT CYR DR JENNINGS, MO 63136395E	CAP Call-in Letter #2	10/27/08
<input type="checkbox"/> ALBAAJ, MAJID	Mandatory Two F	4953 REBER PL FL 2 SAINT LOUIS, MO 6313910	CAP Call-in Letter #2	10/27/08
<input type="checkbox"/> ALEWEL, ASHLEY	Mandatory	3163 WATSON RD SAINT LOUIS, MO 63139	CAP Call-in Letter #2	10/27/08
<input type="checkbox"/> ALEXANDER, DERSHEA	Mandatory	5855 SELBER CT APT 3B SAINT LOUIS, MO 631	CAP Call-in Letter #2	10/27/08
<input type="checkbox"/> ALEXANDER, SHELIA LEANN	Mandatory	815 POPLAR DR SAINT LOUIS, MO 631255019	CAP Call-in Letter #2	10/27/08
<input type="checkbox"/> ALEXANDER, SHERICA M	Mandatory	4711 NORTHLAND AVE SAINT LOUIS, MO 6311	CAP Call-in Letter #2	10/27/08
<input type="checkbox"/> ALHASAN, EMAN ABDEL RAHM	Mandatory Two F	4659 MAGNOLIA AVE SAINT LOUIS, MO 63110	CAP Call-in Letter #2	10/27/08
<input type="checkbox"/> ALLEN, DANNYEL	Mandatory	601 SHEPLEY DR SAINT LOUIS, MO 631373709	CAP Call-in Letter #2	10/27/08
<input type="checkbox"/> ALLEN, SHANEICE	Mandatory	9411 EASTCHESTER DR SAINT LOUIS, MO 6313	CAP Call-in Letter #2	10/27/08
<input type="checkbox"/> ALLRED, DEBORAH E	Mandatory	5216 GILMORE AVE SAINT LOUIS, MO 63120	CAP Call-in Letter #2	10/27/08
<input type="checkbox"/> ALVEY, CALLIE ANN	Mandatory	5231 SUTHERLAND AVE # 2 SAINT LOUIS, MO	CAP Call-in Letter #2	10/27/08
<input type="checkbox"/> AMIRKHON, SHAKILO	Mandatory	5015 S GRAND BLVD SAINT LOUIS, MO 63111	CAP Call-in Letter #2	10/27/08
<input type="checkbox"/> ANDERSON, ANTWANETTE	Mandatory Teen	5461 PARTRIDGE AVE APT B SAINT LOUIS, M	CAP Call-in Letter #2	10/27/08

Number Selected: 0 Total Records: 56 Select All DeSelect All

Letter Information

BETTER FAMILY LIFE
6347 PLYMOUTH AV, STE 100
ST LOUIS MC 63133

Counselor: JERIANE JACO
Phone: (573)751-1546
Time: 11/22/08 9:00 am Duration: 1 Hrs.

Send Letters Close

3. Select 'Call-In Letter #2' or 'Pre-Enrollment Conciliation'.
4. Use these lists to determine recipients who have not enrolled that need a 'Pre-Post Enrollment Conciliation/Sanction' letter sent.

Note: Call-in letter #2 is being used to generate the above list since this letter is no longer sent.

Determining TA Recipients Not Enrolled in CAP to Send a 'Voluntary Conciliation' letter to:

1. Click the 'Mo Utility' menu and select 'Call-in Letters'.
2. Select the 'Office'.

Call-in Letters

Send Letters Review Letters

Office: Letter: Voluntary Callin Letter #2 Search

Client	Work Status	Address	Last Letter	Date
<input type="checkbox"/> CLOUSE, CASSANDRA G	Voluntary	5706 N BROOKLYN AVE KANSAS CITY, MO 64113	Voluntary Callin Letter #1	11/13/09
<input type="checkbox"/> DAKERFUGETT, CYNTHIA REN	Voluntary	4806 NE ANTIOCH RD KANSAS CITY, MO 64113	Voluntary Callin Letter #1	11/13/09
<input type="checkbox"/> EDWARDS, GABRIELLE MARIS	Voluntary	3530 NW 69TH TER APT 9 KANSAS CITY, MO 64113	Voluntary Callin Letter #1	11/13/09
<input type="checkbox"/> HASTY, AMANDA JUSTINE	Voluntary	1321 WILLIAMS RD TRLR 4 FARMINGTON, MO 64113	Voluntary Callin Letter #1	10/08/09
<input type="checkbox"/> LATHROP, DESARI	Voluntary	8314 NW 82ND ST KANSAS CITY, MO 64152	Voluntary Callin Letter #1	11/13/09
<input type="checkbox"/> NICKLES, TAMMY LEVISHA	Voluntary	5743 PAGE BLVD SAINT LOUIS, MO 63112	Voluntary Callin Letter #1	08/25/09
<input type="checkbox"/> RATLIFF, TANISHA MARIE	Voluntary	2822 OSAGE ST FL 2 SAINT LOUIS, MO 63118	Voluntary Callin Letter #1	08/19/09
<input type="checkbox"/> SCHROCK, KRISTINA L	Voluntary	5024 N OAK TRFY APT 128 KANSAS CITY, MO 64113	Voluntary Callin Letter #1	11/13/09
<input type="checkbox"/> VEST, SARAH BETH	Voluntary	1305 E FOREST ST BOLIVAR, MO 65613	Voluntary Callin Letter #1	12/08/09
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

Number Selected: 0 Total Records: 9 Select All DeSelect All

Letter Information

Counselor: JERIANE JACO
Phone: (573)751-1546
Appointment: 01/01/10 Time: Duration: Hrs.

Send Letters Close

3. Select 'Voluntary Call-In Letter #2' or 'Pre-Enroll Vol Conciliation'.
4. Use these lists to determine recipients who have not enrolled that need a 'Voluntary Conciliation' letter sent.

Note: Call-in letter #2 is being used to generate the above list since this letter is no longer sent.

Sending the 'Pre-Post Enrollment Conciliation/Sanction' or 'Voluntary Pre-Post Enrollment Conciliation' Free-Form Letter:

1. Click on the 'Seeker Correspondence' icon.
2. The 'Edit/Create' tab will display.
3. From the Category: field, select 'General' from the drop down menu.
4. Double click in the Document Type: field and select 'Free Format Letter'.

Toolbox: 2 (Production) - Correspondence

File Edit Navigation Utility I/O Utility Window Help

Seeker Correspondence - STIYANA MITIKE(###-##-0088) | No Primary Counselor Assigned

Edit/Create Forms Query

Correspondence For: STIYANA MITIKE

Category: General

Document Type: Free Format Letter

Insert your text here

Additional Comments:

Delete Preview Save Cancel Close

Record: 1/1

5. An "Insert your text here" field will appear.
Copy and paste the letter information in this field.
6. Click on the 'Preview' button to preview and print the letter.
7. Click on the 'Save' button to save the letter.

Deleting “Pre-Enrollment” Letters: ‘Call-In Letter #1’, ‘Voluntary Call-In Letter #1,’ and the ‘Pre-Enrollment Reengagement’ Letter from the ‘Call in Letters’ tab:

A letter can be deleted until 4:00 pm the same day it was sent.

1. Click the ‘Mo Utility’ menu and select ‘Call-in Letters’.
2. Click on the “Review Letters” Tab.

The screenshot shows a software window titled 'Call-in Letters'. It has a menu bar (File, Edit, Navigation, Utility, Mo Utility, Window, Help) and a toolbar with various icons. Below the toolbar are two tabs: 'Send Letters' and 'Review Letters'. The 'Review Letters' tab is active. At the top of the tab, there are input fields for 'Office:', 'Date: 12/17/09', 'Letter: CAP Call-in Letter #1', 'SSN:', and 'App Id:'. A 'Search' button is on the right. Below these fields is a table with columns: Client, Created, Address, Letter, and Counselor. The table contains 17 rows of data. At the bottom of the window, there is a 'Delete' button, a 'Number Selected: 0' field, a 'Total Records: 17' field, and 'Select All' and 'DeSelect All' buttons. Arrows point from the instructions to the 'Review Letters' tab, the first checkbox in the table, and the 'Delete' button.

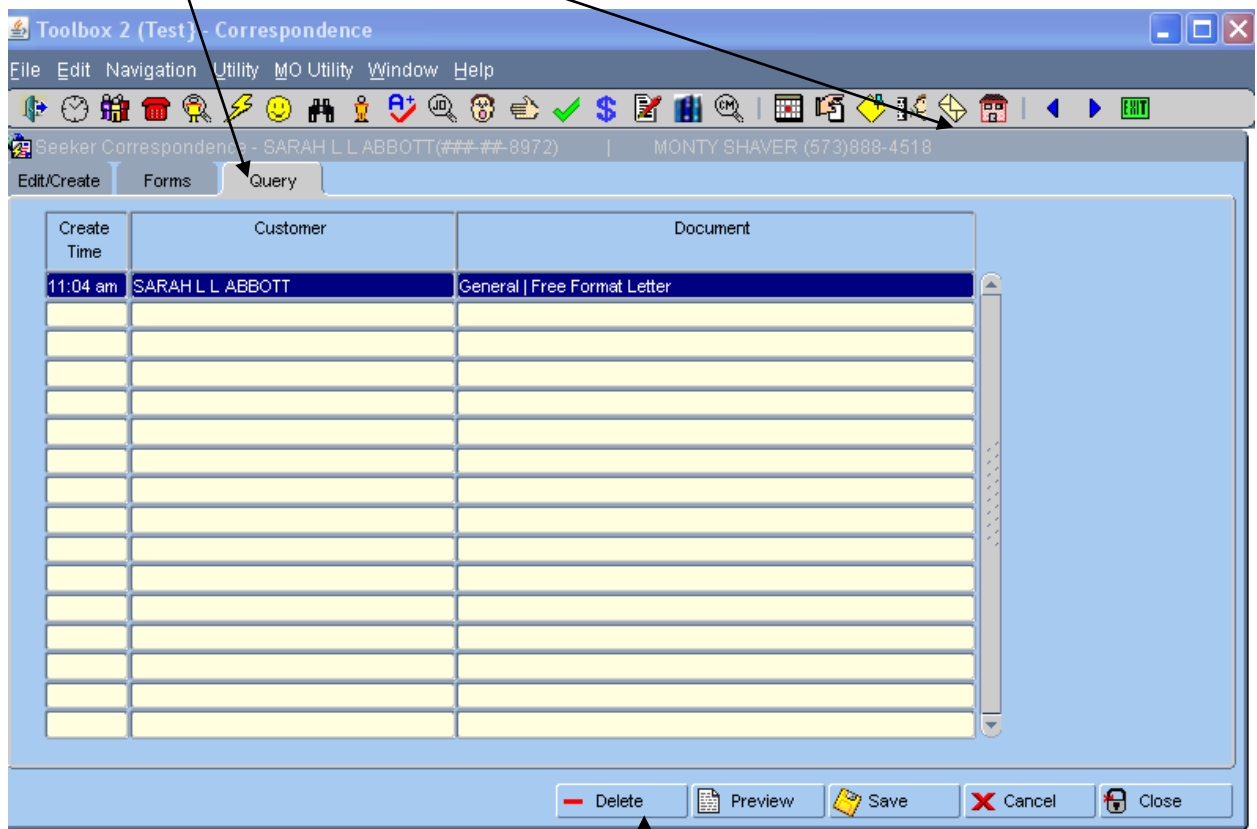
Client	Created	Address	Letter	Counselor
<input type="checkbox"/> ALTEPETER, MEGAN ASHLEY A	12/17/09	2218 SAINT RICHARD LN SAINT CHA	CAP Call-in Letter #1	BETTYE GLENN
<input type="checkbox"/> BROOKS, CARRIE L	12/17/09	P O BOX 1855 POPLAR BLUFF, MO	CAP Call-in Letter #1	JULIE BRUCE
<input type="checkbox"/> BRUCKSHAW, JENNIFER MARI	12/17/09	2812 EDMOND ST SAINT JOSEPH, M	CAP Call-in Letter #1	SABRINA BUNTIN
<input type="checkbox"/> BRUCKSHAW, JUSTIN MARK	12/17/09	2812 EDMOND ST SAINT JOSEPH, M	CAP Call-in Letter #1	SABRINA BUNTIN
<input type="checkbox"/> BULLOCK, ROBERT TRACY	12/17/09	101 P HWY CLARKSDALE, MO 6443	CAP Call-in Letter #1	SABRINA BUNTIN
<input type="checkbox"/> FISH, ANNA JOLENE	12/17/09	6604 E 12TH ST # 4283 KANSAS CI	CAP Call-in Letter #1	MASHELL FLOWERS
<input type="checkbox"/> GERLACH, KEVIN R	12/17/09	315 WOODLAWN AVE APT 96 O FA	CAP Call-in Letter #1	BETTYE GLENN
<input type="checkbox"/> LABRIER, BETTY INEZ	12/17/09	449 W MIDLAND ST POPLAR BLUFF	CAP Call-in Letter #1	JULIE BRUCE
<input type="checkbox"/> LADA, SARA ELIZABETH E	12/17/09	PO BOX 72 VIBURNUM, MO 655660	CAP Call-in Letter #1	KAREN AUNER
<input type="checkbox"/> PEMBERTON, CHRISTOPHER J J	12/17/09	415 W FARMER ST APT 2 INDEPEND	CAP Call-in Letter #1	MASHELL FLOWERS
<input type="checkbox"/> STONE, BRIAN LEE L	12/17/09	412 KAREN DR POPLAR BLUFF, MO	CAP Call-in Letter #1	JULIE BRUCE
<input type="checkbox"/> STORIE, REBECCA ANN A	12/17/09	6465 HWY 32 LOT 4 FARMINGTON,	CAP Call-in Letter #1	ANTHONY THEBEAU
<input type="checkbox"/> SUTTON, LACY RALENE	12/17/09	21814 HIGHWAY 135 STOVER, MO	CAP Call-in Letter #1	CHRISTY COONTZ
<input type="checkbox"/> WEYLAND, DANA L L	12/17/09	RR 2 BOX 2295 ALTON, MO 656069	CAP Call-in Letter #1	GWYNNE ARASMITH
<input type="checkbox"/> WHITTLE, JESSE COLE C	12/17/09	21814 HIGHWAY 135 STOVER, MO	CAP Call-in Letter #1	CHRISTY COONTZ

3. Select the appropriate letters that need to be deleted by clicking on the box.
4. Click on the “Delete” button to delete the letter or letters.

Deleting All Letters from the 'Correspondence' icon:

A letter can be deleted until 4:00 pm the same day it was sent.

1. Click on the Correspondence icon. (or press Alt + C)
2. Select the Query tab.



3. Click the record you want to delete and select 'Delete'.

Deleting All Letters from the 'Seeker Services' tab:

A letter can be deleted until 4:00 pm the same day it was sent.

1. Click on the 'Seeker Histories' icon.
2. The 'Seeker Services' tab will display.

File Edit Navigation Options Utility MO Utility Window Help

Seeker Histories - SARAH L L ABBOTT(##-##-8972) | MONTY SHAVER (573)888-4518

Seeker Services Change History Notes Payments FSD Load Information Exit Snapshot FSD TANF Participation

Display Options
☒ Service History ☒ Tasks ☒ Alerts
☒ Correspondence ☒ Appointments ☒ Enrollments
☒ Workshop Notices ☒ WSL Referrals ☒ FSD Work Status

Counts
DWD Referrals: 5 Placements: 0
Self Referrals: 102 Services: 120
Employer Referrals: 1 Scratch Pads: 0

Training Weeks
Remedial: 0
Occupational: 0
Total: 0



Date	Type of Service	Counselor	Description	Results
12/17/09	Correspondence	JERIANE JACO	Free Format Letter	Not Mailed
11/10/09	FSD-Load Info		CAP Recipient Referral Date:10/23/2009 Work Status:DD	Mandatory
10/26/09	FSD-Load Info		CAP Recipient Referral Date:10/23/2009 Work Status:DD	Mandatory
10/16/09	Task	NANCY WATTS	Case Reassigned from NANCY WATTS to MONTY SHAVER	Completed
10/16/09	Task	MONTY SHAVER	Case Reassigned from NANCY WATTS to MONTY SHAVER	Completed
10/16/09	FSD-Load Info		CAP Recipient Referral Date:10/15/2009 Work Status:DD	Mandatory
10/16/09	Task	MONTY SHAVER	Address Changed by FSD	Completed
10/15/09	Alert	NANCY WATTS	Recommends Sanction be lifted Client brought in medical statement from her MD stat	
10/15/09	Task	MONTY SHAVER	Seeker 529338972 ABBOTT, SARAH L L has a new note.	Completed
10/13/09	Service	Counselor Web	Job Referral	
10/13/09	Service	Counselor Web	Job Referral	
10/13/09	Service	Counselor Web	Job Referral	
10/13/09	Service	Counselor Web	Job Referral	

Delete Correspondence Print List

3. Click on the correspondence that needs to be deleted. .
4. Click 'Delete Correspondence'.

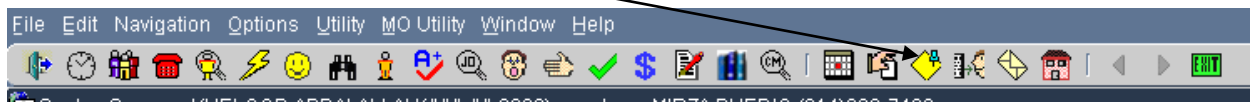
Reviewing/Resending All Letters Except Free-Form Letters from the 'Call in Letters' tab:

1. Click on the 'Review Letters' tab.

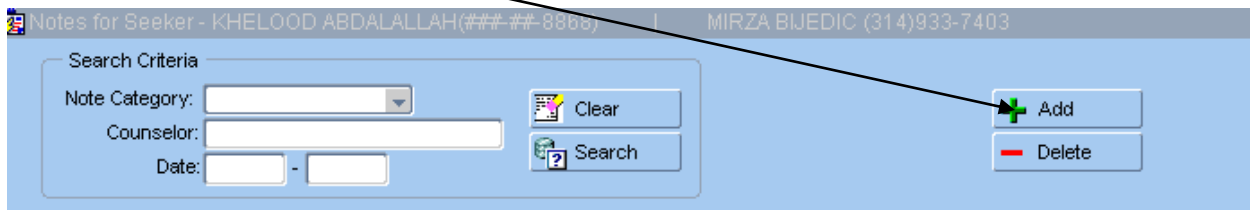
2. Choose the letter(s) criteria as appropriate.
3. To review, click the  icon.
4. To resend:
 - a. Click the  icon.
 - b. Complete the necessary information:

Entering Case Notes:

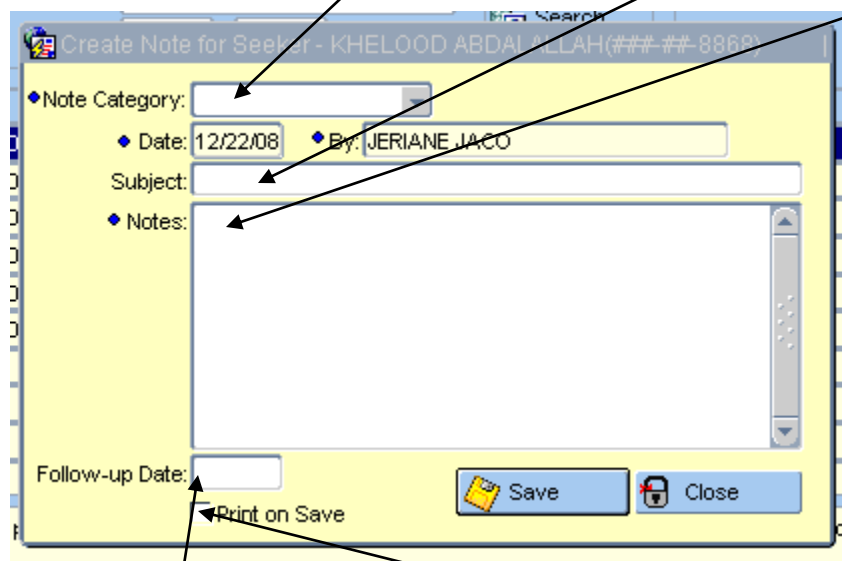
1. Click on the 'Notes' icon.



2. Click the 'Add' button.



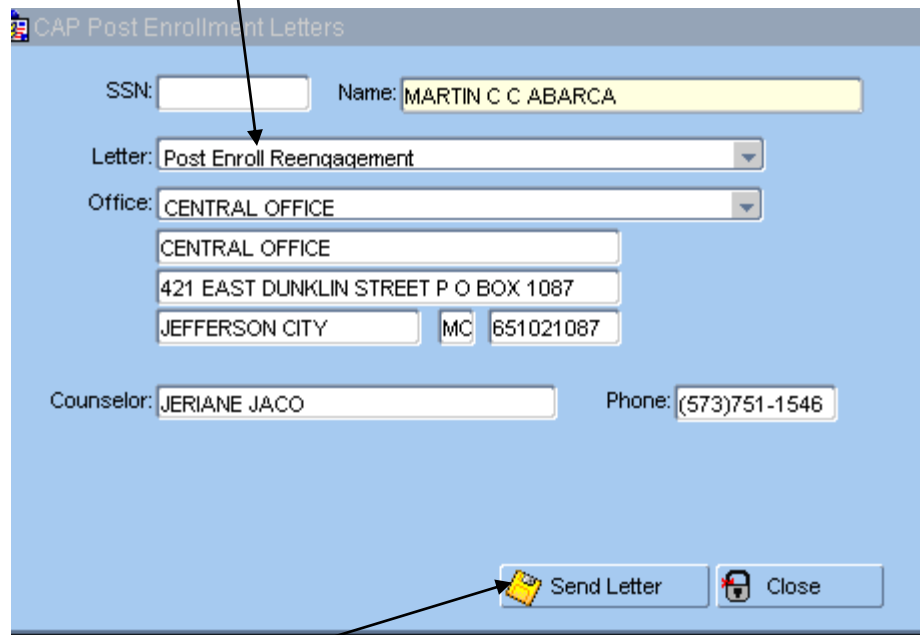
3. Select the appropriate 'Note Category' drop down menu item, type the appropriate information in the 'Subject' field and enter 'Notes'.



5. Enter 'Follow-up Date' if appropriate.
6. If you want a hard copy for the record click to select the 'Print on Save'.

Sending the 'Post-Enrollment Reengagement' Letter:

1. Click the 'Options' menu and select 'MO Program Specific'.
2. Select 'CAP Post-Enrollment Letters'.
3. Select the 'Post Enrollment Reengagement' letter and change any necessary information.



The screenshot shows a web form titled "CAP Post Enrollment Letters". It contains the following fields and controls:

- SSN: [Empty text box]
- Name: MARTIN C C ABARCA
- Letter: Post Enroll Reengagement (dropdown menu)
- Office: CENTRAL OFFICE (dropdown menu)
- Address fields:
 - CENTRAL OFFICE
 - 421 EAST DUNKLIN STREET P O BOX 1087
 - JEFFERSON CITY MC 651021087
- Counselor: JERIANE JACO
- Phone: (573)751-1546
- Buttons: "Send Letter" (with an envelope icon) and "Close" (with a lock icon)

Two arrows are present: one points from the third step of the instructions to the "Letter" dropdown menu, and another points from the fourth step to the "Send Letter" button.

4. Click the 'Send Letter' button.

Entering 'CAP Trial Participation' Service:

1. Click on 'Add Service'.

Toolbox 2 (Test) - Employment Plan

File Edit Navigation Options Utility MO Utility Window Help

Employment Plan - LAILA MUHAMMA ABDRAHMANU(###-##-0409) | LINDA WOODWARD (314)679-3311

Enrollment Appropriateness Employment Plan Progress Closures

☐ Show Closed Services ☐ Show Closed Tasks EO Notice: Plan: 1 of 1

Start Date: 09/02/08 Closed: ONet: 39902100 Personal and Home Care Aides

Goal: Client wants to care for children in home

Justification: Client is currently caring for 4 children in the home.

LMI

Objective: Life Skills Start Date: 09/22/08

Service: CAP Temporary Waiver-Childcare Hours: Comp:

Task 1: Child is under 1 year of age, DOB 3/2/08

End Date: Outcome:

Buttons: + Add Task - Del Task - Del Service

Life Skills

- CAP Temporary Waiver-Childcare

Buttons: + Add Service Comments Verification

FSD Months on TANF: 4

AWE/P/CMEP & Comm. Serv. Max: 67

Fed. Participation Min:

Core: 20

Non-Core: 10

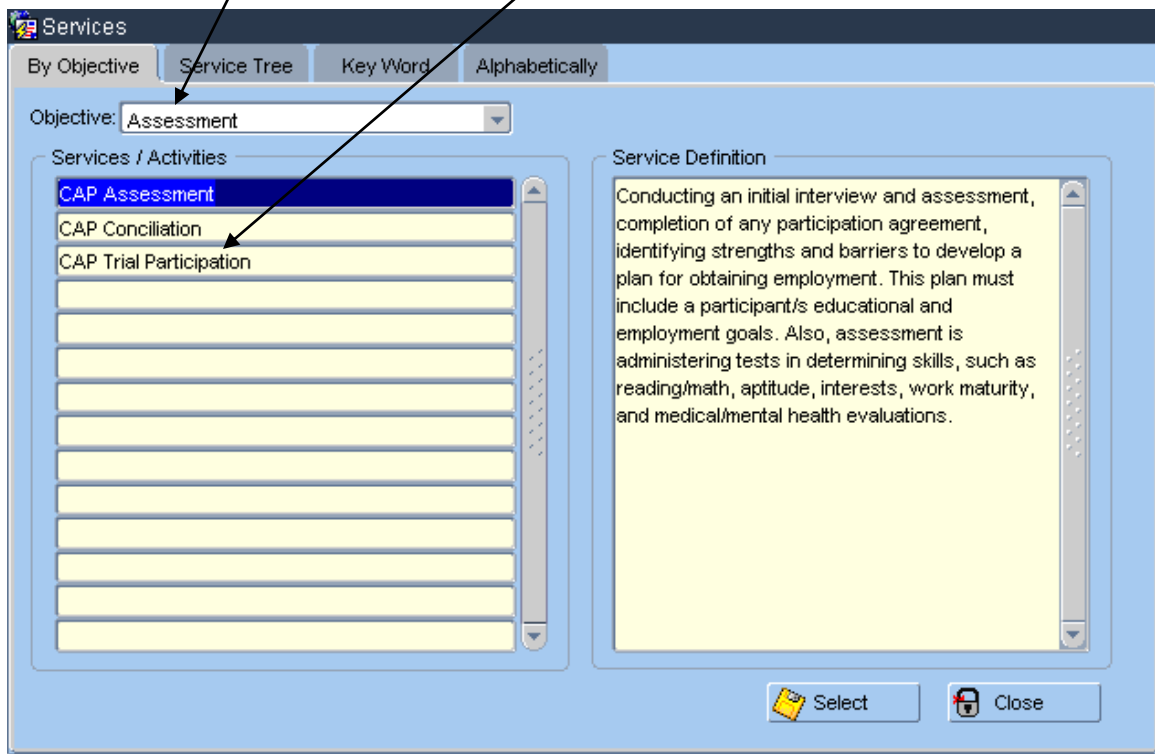
Training Weeks

Remedial: Occupational: Total: 0

Buttons: Schedule Print Plan New Plan Del Plan Save Cancel Payment DESE

2. Double click on the 'Objective'.

5. Select 'Assessment' and 'CAP Trial Participation' by double clicking or clicking 'Select'.



6. Enter the 'Start Date' and 'Hours' (which can be 0):

The screenshot shows a form with the following fields and controls: 'Objective:' with 'Assessment' selected; 'Start Date:' with '01/13/09' entered; 'Service:' with 'CAP Trial Participation' selected; 'Hours:' with an empty text box; 'Comp:' with an empty checkbox; 'Task 1:' with an empty text box and a small square checkbox to its left; 'End Date:' with an empty text box; 'Outcome:' with an empty text box; and three buttons on the right: '+ Add Task', '- Del Task', and '- Del Service'. A 'Comments:' field is partially visible at the bottom left.

5. Hours cannot be entered on the 'Verification' tab since this service is for tracking purposes.

DWD Issuance 13-2009 Attachment 1, Section 5
CAP Conciliation/Sanction Due Process Waiver

CAP CONCILIATION DUE PROCESS WAIVER

TA Recipient's Name:

DCN:

I, , choose not to participate in the Career
(TA Recipient's Printed Name)

Assistance Program (CAP). I understand by not participating, the CAP service provider will recommend the Family Support Division (FSD) reduce my household's Temporary Assistance (TA) grant by 25-percent.

I understand that if either I and/or my spouse (for 2-parent households) comply with CAP requirements at a later date, the full Temporary Assistance grant may be restored if I and/or my spouse does not have a sanction for failure to comply with child support requirements.

I also understand CAP will continue to send monthly letters to my home address and attempt other contacts.

TA Recipient's Signature

CAP Service Provider's Signature

Date

Location Name, Address, City, State, Zip, Phone Number, Fax Number